
Commissioner of Insurance



Department Description

The mission of the Department of Insurance is to promote a financially sound, consumer-responsive insurance environment in the state through fair, consistent regulation, to the end that insurance be both available and affordable in the State of Louisiana.

The goals of the department are:

- I. Protect the interests of consumers and the public in matters related to the business of insurance by enforcing existing laws fairly and consistently, and by proposing new laws as needed.
- II. Enhance the efficiency and effectiveness of regulatory and consumer services activities by providing and maintaining a viable department infrastructure (management oversight, revenue, fiscal and human resource management, information technology, supplies and equipment, physical plant, etc.).
- III. Improve the effectiveness of our efforts on behalf of insurance consumers whose interests we protect, and improve services to the producers and insurers we regulate by assisting the National Association of Insurance Commissioners (NAIC) in developing national regulatory standards that improve the sharing of information about producers and insurers among the states, minimize or eliminate duplication of work,

The Department of Insurance is composed of two programs: Administration/Fiscal Program and Market Compliance Program.

For additional information, see:

Commissioner of Insurance

Commissioner of Insurance Budget Summary

	Prior Year Actuals FY 2002-2003	Enacted FY 2003-2004	Existing FY 2003-2004	Continuation FY 2004-2005	Recommended FY 2004-2005	Total Recommended Over/Under EOB
Means of Financing:						
State General Fund (Direct)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
State General Fund by:						
Total Interagency Transfers	0	0	0	0	0	0
Fees and Self-generated Revenues	21,318,762	23,106,053	23,252,161	23,863,213	24,998,510	1,746,349
Statutory Dedications	851,207	898,870	898,870	898,870	991,720	92,850
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	198,577	209,436	223,186	223,186	209,436	(13,750)
Total Means of Financing	\$ 22,368,546	\$ 24,214,359	\$ 24,374,217	\$ 24,985,269	\$ 26,199,666	\$ 1,825,449
Expenditures & Request:						
Commissioner of Insurance	\$ 22,368,546	\$ 24,214,359	\$ 24,374,217	\$ 24,985,269	\$ 26,199,666	\$ 1,825,449
Total Expenditures & Request	\$ 22,368,546	\$ 24,214,359	\$ 24,374,217	\$ 24,985,269	\$ 26,199,666	\$ 1,825,449
Authorized Full-Time Equivalents:						
Classified	245	246	246	246	246	0
Unclassified	28	27	27	27	27	0
Total FTEs	273	273	273	273	273	0



04-165 — Commissioner of Insurance

Agency Description

The mission of the Department of Insurance is to promote a financially sound, consumer-responsive insurance environment in the state through fair, consistent regulation, to the end that insurance be both available and affordable in the State of Louisiana.

The goals of the department are:

- I. Protect the interests of consumers and the public in matters related to the business of insurance by enforcing existing laws fairly and consistently, and by proposing new laws as needed.
- II. Enhance the efficiency and effectiveness of regulatory and consumer services activities by providing and maintaining a viable department infrastructure (management oversight, revenue, fiscal and human resource management, information technology, supplies and equipment, physical plant, etc.).
- III. Improve the effectiveness of our efforts on behalf of insurance consumers whose interests we protect, and improve services to the producers and insurers we regulate by assisting the National Association of Insurance Commissioners (NAIC) in developing national regulatory standards that improve the sharing of information about producers and insurers among the states, minimize or eliminate duplication of work,

The Department of Insurance is composed of two programs: Administration/Fiscal Program and Market Compliance Program.

For additional information, see:

[Commissioner of Insurance](#)

Commissioner of Insurance Budget Summary

	Prior Year Actuals FY 2002-2003	Enacted FY 2003-2004	Existing FY 2003-2004	Continuation FY 2004-2005	Recommended FY 2004-2005	Total Recommended Over/Under EOB
Means of Financing:						
State General Fund (Direct)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
State General Fund by:						
Total Interagency Transfers	0	0	0	0	0	0
Fees and Self-generated Revenues	21,318,762	23,106,053	23,252,161	23,863,213	24,998,510	1,746,349
Statutory Dedications	851,207	898,870	898,870	898,870	991,720	92,850
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	198,577	209,436	223,186	223,186	209,436	(13,750)
Total Means of Financing	\$ 22,368,546	\$ 24,214,359	\$ 24,374,217	\$ 24,985,269	\$ 26,199,666	\$ 1,825,449
Expenditures & Request:						
Administrative	\$ 5,631,750	\$ 5,482,484	\$ 5,482,484	\$ 5,792,229	\$ 8,966,187	\$ 3,483,703
Market Compliance	16,736,796	18,731,875	18,891,733	19,193,040	17,233,479	(1,658,254)
Total Expenditures & Request	\$ 22,368,546	\$ 24,214,359	\$ 24,374,217	\$ 24,985,269	\$ 26,199,666	\$ 1,825,449
Authorized Full-Time Equivalents:						
Classified	245	246	246	246	246	0
Unclassified	28	27	27	27	27	0
Total FTEs	273	273	273	273	273	0



165_1000 — Administrative

Program Authorization: The Louisiana Constitution of 1974, Article IV, Section 11; Title 35, Chapter 17 of the Louisiana Revised Statutes; Title 22 of the Louisiana Revised Statutes; Act 83 of 1977 (Reorganization Act); Act 477 of 1992 (Reorganization Act); Act 850 of 1984 (Equal Opportunity in Insurance); Act 517 of 1992, (Operations of the Louisiana Insurance Guaranty Association with the Louisiana Department of Insurance); Act 1312 of 1999 (Insurance Fraud Assessment); Act 293 of 2003 (Insurance Fraud); Act 351 of 2003 (Flexible Rating)

Program Description

The mission of the Administration/Fiscal Program is to provide through revenue, fiscal and human resource management, information technology, supplies and equipment, physical plant, etc. necessary support to those divisions charged with regulatory responsibilities, and to provide management oversight and regulatory coordination for the entire department.

The goals of the Administration/Fiscal Program are:

- I. Protect the interests of consumers and the public in matters related to the business of insurance by enforcing existing laws fairly and consistently, and by proposing new laws as needed.
- II. Enhance the efficiency and effectiveness of regulatory and consumer services activities by providing and maintaining a viable department infrastructure (management oversight, revenue, fiscal and human resource management, information technology, supplies and equipment, physical plant, etc.).
- III. Improve the effectiveness of our efforts on behalf of insurance consumers whose interests we protect, and improve services to the producers and insurers we regulate by assisting the National Association of Insurance Commissioners (NAIC) in developing national regulatory standards that improve the sharing of information about producers and insurers among the states, minimize or eliminate duplication of work,

The Administration/Fiscal Program is organizationally composed of the Office of the Commissioner and Office of Management and Finance.

Office of the Commissioner - Administers and enforces the provision of Title 22 of the Louisiana Revised Statutes of 1950 as amended; monitors the effectiveness of the department's internal processes through internal audits; responds to requests for public information from the media and the public; promotes equal opportunity in insurance through assistance and education to members of minority groups wishing to participate in the insurance industry in the state as producers or through employment with insurers or related service companies.



Office of Management and Finance - Manages the department's revenue, human, and fiscal resources, information technology supplies, and equipment, physical plant, and provides administrative services to the entire department.

Administrative Budget Summary

	Prior Year Actuals FY 2002-2003	Enacted FY 2003-2004	Existing FY 2003-2004	Continuation FY 2004-2005	Recommended FY 2004-2005	Total Recommended Over/Under EOB
Means of Financing:						
State General Fund (Direct)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
State General Fund by:						
Total Interagency Transfers	0	0	0	0	0	0
Fees and Self-generated Revenues	5,601,750	5,452,484	5,452,484	5,762,229	8,936,187	3,483,703
Statutory Dedications	30,000	30,000	30,000	30,000	30,000	0
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0
Total Means of Financing	\$ 5,631,750	\$ 5,482,484	\$ 5,482,484	\$ 5,792,229	\$ 8,966,187	\$ 3,483,703
Expenditures & Request:						
Personal Services	\$ 2,294,776	\$ 2,390,474	\$ 2,395,051	\$ 2,706,838	\$ 4,220,114	\$ 1,825,063
Total Operating Expenses	996,748	974,057	1,046,579	1,063,010	1,744,299	697,720
Total Professional Services	482,258	149,173	149,173	151,514	398,622	249,449
Total Other Charges	992,472	1,385,060	1,307,961	1,287,147	1,748,317	440,356
Total Acq & Major Repairs	865,496	583,720	583,720	583,720	854,835	271,115
Total Unallotted	0	0	0	0	0	0
Total Expenditures & Request	\$ 5,631,750	\$ 5,482,484	\$ 5,482,484	\$ 5,792,229	\$ 8,966,187	\$ 3,483,703
Authorized Full-Time Equivalents:						
Classified	59	60	60	60	60	0
Unclassified	7	7	7	7	7	0
Total FTEs	66	67	67	67	67	0



Source of Funding

This program is funded from Fees and Self-generated Revenues and Statutory Dedications. Fees and Self-generated Revenue funds are derived from various fees and licenses authorized by R.S. 22:1078; auditing fees collected from insurance companies audited. The Statutory Dedications are from the Insurance Fraud Investigation Fund from assessments on various insurance policies written in Louisiana. (Per R.S. 39:36B. (8), see table below for a listing of expenditures out of each Statutory Dedicated Fund).

Administrative Statutory Dedications

Fund	Prior Year Actuals FY 2002-2003	Enacted FY 2003-2004	Existing FY 2003-2004	Continuation FY 2004-2005	Recommended FY 2004-2005	Total Recommended Over/Under EOB
Insurance Fraud Investigation Fund	\$ 30,000	\$ 30,000	\$ 30,000	\$ 30,000	\$ 30,000	\$ 0

Major Changes from Existing Operating Budget

General Fund	Total Amount	Table of Organization	Description
\$ 0	\$ 0	0	Mid-Year Adjustments (BA-7s):
\$ 0	\$ 5,482,484	67	Existing Oper Budget as of 12/02/03
Statewide Major Financial Changes:			
\$ 0	\$ 31,496	0	Classified State Employees Merit Increases
\$ 0	\$ 35,313	0	Civil Service Training Series
\$ 0	\$ 114,193	0	Group Insurance for Active Employees
\$ 0	\$ 132,114	0	Group Insurance for Retirees
\$ 0	\$ 51,941	0	Salary Base Adjustment
\$ 0	\$ (42,835)	0	Attrition Adjustment
\$ 0	\$ (71,434)	0	Salary Funding from Other Line Items
\$ 0	\$ 854,835	0	Acquisitions & Major Repairs
\$ 0	\$ (583,720)	0	Non-Recurring Acquisitions & Major Repairs
\$ 0	\$ 9,085	0	Risk Management
\$ 0	\$ (34,268)	0	Legislative Auditor Fees
\$ 0	\$ (297,597)	0	Capitol Park Security
\$ 0	\$ 3,366	0	Civil Service Fees
\$ 0	\$ 845	0	CPTP Fees
\$ 0	\$ 663,958	0	Office of Information Technology Projects
Non-Statewide Major Financial Changes:			
\$ 0	\$ 2,682,914	0	Technical adjustment to correct the reporting of expenditures and budget for each program.



Major Changes from Existing Operating Budget (Continued)

General Fund	Total Amount	Table of Organization	Description
\$ 0	\$ (66,503)	0	Group Insurance Funding from Other Line Items
\$ 0	\$ 8,966,187	67	Recommended FY 2004-2005
\$ 0	\$ 0	0	Less Governor's Supplementary Recommendations
\$ 0	\$ 8,966,187	67	Base Executive Budget FY 2004-2005
\$ 0	\$ 8,966,187	67	Grand Total Recommended

Professional Services

Amount	Description
\$398,622	Professional service contracts used to assist the Department in information technology projects, on site training and implementation of the Disaster Recovery/Business Continuity plan.
\$398,622	TOTAL PROFESSIONAL SERVICES

Other Charges

Amount	Description
	Other Charges:
	This program does not have funding for Other Charges for Fiscal Year 2004-2005.
\$0	SUB-TOTAL OTHER CHARGES
	Interagency Transfers:
\$117,564	Legislative auditor fees
\$36,810	Civil Service fees
\$4,829	CPTP training
\$15,785	UPS fees
\$18,657	Treasury Banking fees
\$8,951	DOA - State Printing
\$121,232	Capitol Security - Public Safety Services
\$679,931	Maintenance of State-owned Buildings
\$447,709	Office of Telecommunications Management Fees
\$264,879	Office of Risk Management Fees
\$6,965	Postage
\$7,293	Unemployment Compensation
\$53	Secretary of State - Miscellaneous Boxes
\$17,659	Department of Public Safety - Rental space for computers in the data center
\$1,748,317	SUB-TOTAL INTERAGENCY TRANSFERS



Other Charges (Continued)

Amount	Description
\$1,748,317	TOTAL OTHER CHARGES

Acquisitions and Major Repairs

Amount	Description
\$854,835	Replacement of personal computers, laptop, printers, servers, power vault storage units, and one replacement vehicle
\$854,835	TOTAL ACQUISITIONS AND MAJOR REPAIRS

Performance Information

1. (KEY) Through the Office of the Commissioner, to retain accreditation by the National Association of Insurance Commissioners (NAIC).

Strategic Link: This operational objective is linked to Strategic Objective(s); I.1.1 - Maintain aggressive approach to financial examinations and analyses of domestic companies; I.1.2 - Respond within three working days to requests for public information; I.1.3 - Work with other states and the NAIC to develop national standards for regulation that promote the sharing of information about insurers and producers among the states, minimize or eliminate duplication of work, and allow the states to retain control of regulation of the industry.

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other): Not Applicable

Explanatory Note: Accreditation by the National Association of Insurance Commissioners remains in effect until suspended or revoked. NAIC performs reviews of the department's regulatory activities and policies and procedures to determine whether continued accreditation is appropriate. Our accreditation is evidence that the department is meeting the standards of the national organization that exists to promote effective insurance regulation and protection of insurance consumers. This indicator is expressed as a percentage because the LAPAS system can only accept numeric expression.

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2002-2003	Actual Yearend Performance FY 2002-2003	Performance Standard as Initially Appropriated FY 2003-2004	Existing Performance Standard FY 2003-2004	Performance At Continuation Budget Level FY 2004-2005	Performance At Executive Budget Level FY 2004-2005
K	Percentage of accreditation by the National Association of Insurance Commissioners retained (LAPAS CODE - 6389)	100%	100%	100%	100%	100%	100%

Administrative General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 1998-1999	Prior Year Actual FY 1999-2000	Prior Year Actual FY 2000-2001	Prior Year Actual FY 2001-2002	Prior Year Actual FY 2002-2003
Percentage of public information requests answered within three working days (LAPAS CODE - 6391)	100%	100%	100%	100%	100%
Number of calls involved in responding to media requests (LAPAS CODE - 881)	1,924	3,503	1,226	2,621	4,246
Depending upon the nature of the request, one or many phone calls may be involved in providing the requested information.					
Number of press releases prepared and issued (LAPAS CODE - 882)	79	159	83	97	48
Number of consumer publications distributed (LAPAS CODE - 883)	31,057	57,112	72,712	26,688	52,749

2. (KEY) Through the Internal Audit division, to identify the adequacy or weakness of the department's internal control processes by performing scheduled internal audits, and assuring that there are no repeat findings in the legislative auditor's annual report.

Strategic Link: This operational objective is linked to Strategic Objective(s); II.1.1 - Adequately staff the internal audit division to allow for performance of scheduled audits; II.1.2 - Risk assessment/audit schedule for the coming year has been prepared and approved by the agency head of his/her designee before the end of the current fiscal year. II.1.3 - Establish and adhere to time limits for each scheduled internal audit.

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies. Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other): Not Applicable



Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2002-2003	Actual Yearend Performance FY 2002-2003	Performance Standard as Initially Appropriated FY 2003-2004	Existing Performance Standard FY 2003-2004	Performance At Continuation Budget Level FY 2004-2005	Performance At Executive Budget Level FY 2004-2005
S	Number of internal audits scheduled (LAPAS CODE - 13786)	5	3	5	5	4	4
The internal audit division is staffed by one person who is responsible for audits, administrative tasks, preparation of the risk assessment and audit schedule and follow-up of audits performed. That employee was out on medical leave for part of the third and fourth quarters of fy 2002/03, which is why year-end actual was somewhat below the performance standard, and the standards for fiscal 2004/05 have been set conservatively.							
S	Number of internal audits performed (LAPAS CODE - 6393)	5	3	5	5	4	4
The internal audit division is staffed by one person who is responsible for audits, administrative tasks, preparation of the risk assessment and audit schedule and follow-up of audits performed. That employee was out on medical leave for part of the third and fourth quarters of fy 2002/03, which is why year-end actual was somewhat below the performance standard, and the standards for fiscal 2004/05 have been set conservatively.							
S	Percentage of internal audit recommendations adopted (LAPAS CODE - 6394)	100%	100%	100%	100%	100%	100%
S	Number of repeat internal audit findings (LAPAS CODE - 887)	0	0	0	0	0	0
K	Number of repeat findings in legislative auditor's report (LAPAS CODE - 6395)	0	0	0	0	0	0

3. (SUPPORTING)Through the Fiscal Affairs Division, to collect each fiscal year, revenue that the department is responsible to collect on its own behalf and on behalf of the state.

Strategic Link: This operational objective is linked to Strategic Objective(s); II.2.1 - Assessment invoices are mailed no later than thirty days prior to the due date of the assessment payment. II.2.2 - Revenue is receipted and batched within 24 hours; II.2.3 - The section within DOI responsible for the revenue outstanding and delinquent is notified so that any available recourse for collection can be taken (suspension, revocation, additional fines or penalties, etc.)

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other): Not Applicable

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2002-2003	Actual Yearend Performance FY 2002-2003	Performance Standard as Initially Appropriated FY 2003-2004	Existing Performance Standard FY 2003-2004	Performance At Continuation Budget Level FY 2004-2005	Performance At Executive Budget Level FY 2004-2005
S	Percentage of revenue classified within 72 hours of its deposit to state treasury (LAPAS CODE - 13787)	90%	100%	90%	90%	95%	95%

Administrative General Performance Information

Performance Indicator Name	Performance Indicator Values					
	Prior Year Actual FY 1998-1999	Prior Year Actual FY 1999-2000	Prior Year Actual FY 2000-2001	Prior Year Actual FY 2001-2002	Prior Year Actual FY 2002-2003	
Number of different tax types collected (LAPAS CODE - 898)	9	9	9	9	8	
Number of different fees and assessments collected (LAPAS CODE - 891)	38	38	38	38	40	
Taxable premiums in (\$billions) (LAPAS CODE - 892)	\$ 9	\$ 9	\$ 9	\$ 10	\$ 11	
Tax collections as percentage of taxable premiums (LAPAS CODE - 893)	\$ 113	\$ 113	\$ 107	\$ 142	\$ 169	
Total premiums subject to Louisiana Insurance Rating Commission (LIRC) assessment in (\$billions) (LAPAS CODE - 894)	\$ 1	\$ 1	\$ 1	\$ 1	\$ 2	
Total amount of LIRC assessment collected in (\$millions) (LAPAS CODE - 895)	\$ 4	\$ 5	\$ 5	\$ 4	\$ 5	
LIRC assessment collection as percentage of subject premiums (LAPAS CODE - 896)	\$ 41	\$ 42	\$ 42	\$ 43	\$ 47	
Total fees collected in (\$millions) (LAPAS CODE - 6397)	\$ 1	\$ 1	\$ 1	\$ 1	\$ 1	
Total amount of revenues collected from taxes, assessments, fees, penalties and miscellaneous - in (\$millions) (LAPAS CODE - 890)	\$ 16	\$ 10	\$ 10	\$ 15	\$ 16	

4. (SUPPORTING)Through the Information Technology (IT) division, to achieve 100% completion of the department's integrated information system and continue progress on at least three of the information technology initiatives to increase consumer access to department services and information.

Strategic Link: This operational objective is linked to Strategic Objective(s); II.3.1 - Increase the scope of information and services available through the DOI website; II.3.2 - Make website information available for use for complaint filings, licensing renewals and premium and surplus lines tax filings user friendly.



Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other): Not Applicable

Explanatory Note: The IT division has undertaken three major initiatives related to increasing consumer access to department services and information: Online help and application availability for persons seeking to become licensed producers or wishing to renew producer licenses; Online filing of consumer complaints; Online filing of insurance premium and surplus lines tax filings. The department continues development and implementation of an integrated information system. Each new initiative undertaken increases the scope of the integrated information system, as have changes in legislation and changes to certain activities/functions within the department. The three initiatives and the integrated information system have all become more comprehensive than initially anticipated; however, we are making steady progress toward completion.

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2002-2003	Actual Yearend Performance FY 2002-2003	Performance Standard as Initially Appropriated FY 2003-2004	Existing Performance Standard FY 2003-2004	Performance At Continuation Budget Level FY 2004-2005	Performance At Executive Budget Level FY 2004-2005
S	Percentage completion of integrated information system (LAPAS CODE - 10145)	100%	91%	90%	90%	95%	95%
S	Percentage availability of integrated information system to users (LAPAS CODE - 10146)	90%	70%	90%	90%	95%	95%
This indicator is a measure of the business hours the system is available (up and running) to users.							
S	Percentage of integrated information system maintenance performed by in-house staff (LAPAS CODE - 10147)	75%	70%	70%	70%	70%	70%
S	Percentage completion of on-line access to producer licensing renewal (LAPAS CODE - 13789)	50%	55%	50%	50%	65%	65%
S	Percentage completion of on-line access to consumer complaint filing (LAPAS CODE - 13790)	20%	40%	50%	50%	50%	50%



Performance Indicators (Continued)

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2002-2003	Actual Yearend Performance FY 2002-2003	Performance Standard as Initially Appropriated FY 2003-2004	Existing Performance Standard FY 2003-2004	Performance At Continuation Budget Level FY 2004-2005	Performance At Executive Budget Level FY 2004-2005
S	Percentage completion of Forms Review/Approval Matrix and related conversion (LAPAS CODE - NEW)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	30%	30%
<p>We expect to complete the on-line tax filing in early 2003/04 and move to the conversion of our old databases to the new system by late 2003/04 or early 2004/05. Conversion will require a separate RFP from the one related to the on-line tax filing segment of the project. An RFP for the Forms Review/Approval Matrix will be let in 2003/04 and the project should begin late that year or early in fiscal 2004/05, and is expected to extend through two or three fiscal years.</p> <p>This is a new indicator for fiscal 2004/05 and does not appear in Act 813 of the 2003 Regular Session. The performance standard shown here is an estimate only.</p>							
S	Percentage completion of on-line access to insurance premium and surplus lines tax filings (LAPAS CODE - 13791)	90%	90%	100%	100%	100%	100%
<p>We expect to complete the on-line tax filing in early 2003/04 and move to the conversion of our old databases to the new system by late 2003/04 or early 2004/05. Conversion will require a separate RFP from the one related to the on-line tax filing segment of the project. An RFP for the Forms Review/Approval Matrix will be let in 2003/04 and the project should begin late that year or early in fiscal 2004/05, and is expected to extend through two or three fiscal years.</p>							

Administrative General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 1998-1999	Prior Year Actual FY 1999-2000	Prior Year Actual FY 2000-2001	Prior Year Actual FY 2001-2002	Prior Year Actual FY 2002-2003
Number of service request forms received (LAPAS CODE - 6399)	1,858	2,877	2,880	1,719	2,080
Number of service requests fulfilled (LAPAS CODE - 6400)	Not Available	2,863	2,867	1,733	2,078
Number of service requests satisfactorily fulfilled (LAPAS CODE - 6401)	1,412	2,598	2,650	1,328	1,616
Percentage of service requests satisfactorily fulfilled within 2 business days (LAPAS CODE - 10148)	76%	90%	92%	93%	78%



5. (SUPPORTING) Through the Office of Minority Affairs, to assist minorities and disadvantaged persons who wish to participate in the insurance industry as producers or as employees of insurers or related service companies.

Strategic Link: This operational objective is linked to Strategic Objective(s); I.2.1 Make available information about educational, training and other resources to all minority and disadvantaged persons in the state who wish to attain employment in the insurance industry as producers or employees or insurers or related service companies; I.2.2 Provide educational/training sessions to disadvantaged/minority persons seeking employment in the insurance industry; I.2.3 - Via survey, every other year, develop a database of numbers of minorities in management and professional positions with insurers doing business in Louisiana.

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other): Not Applicable

Explanatory Note: - A standard insurer is one that rates a risk up or down from standard rates and uses standard terms and conditions in its policies. A producer must have a contract with a standard company in order to offer its policies to his/her clients. Minority and disadvantaged producers have traditionally had trouble meeting some of the criteria for appointment/contract with standard companies, particularly the size of their book of business, or the dollar amount of the premiums from all of the policies they sell. The Key Agency Concept is a plan whereby minority producers who join with Key Agency, Inc. pool their resources and expertise to increase their book of business and thereby increase their chances of qualifying for appointment/contract with standard companies. The Office of Minority Affairs has expanded its scope and focus to assisting all minorities and disadvantaged persons who wish to work within the insurance industry, either as producers or as employees of insurance companies or the various support and services companies related to the industry. The results of the first survey have been collected and logged. Outreach at colleges and universities and other activities of this Office are ongoing.



Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2002-2003	Actual Yearend Performance FY 2002-2003	Performance Standard as Initially Appropriated FY 2003-2004	Existing Performance Standard FY 2003-2004	Performance At Continuation Budget Level FY 2004-2005	Performance At Executive Budget Level FY 2004-2005
S	Number of directors and subagents working within the Key Agency concept (LAPAS CODE - 6403)	28	28	28	28	28	28
S	Number of standard companies to which small/disadvantaged/minority producers have access (LAPAS CODE - 10161)	6	9	11	11	12	12
S	Number of persons attending semi-annual training seminars (LAPAS CODE - 13793)	50	40	Not Applicable	Not Applicable	50	50

This indicator appeared in fiscal 2002/03 but was dropped for fiscal 2003/04. We are returning this indicator and dropping "Number of educational/training seminars provided" as the "semi-annual" reference makes it clear that we are providing two seminars per year.



165_2000 — Market Compliance

Program Authorization: The Louisiana Constitution of 1974, Article IV, Section 11; Title 35, Chapter 17 of the Louisiana Revised Statutes; Title 22 of the Louisiana Revised Statutes; Act 83 of 1977 (Reorganization Act); Act 477 of 1992 (Reorganization Act); Act 850 of 1984 (Equal Opportunity in Insurance); Act 517 of 1992, (Operations of the Louisiana Insurance Guaranty Association with the Louisiana Department of (Insurance); Act 1312 of 1999 (Insurance Fraud Assessment); Act 293 of 2003 (Insurance Fraud); Act 351 of 2003 (Flexible Rating)

Program Description

The mission of the Market Compliance Program is to promote a financially sound, consumer-responsive insurance industry in the state through fair, consistent enforcement of the state's laws, rules and regulations related to the business of insurance, and to propose new laws as necessary.

The goals of the Market Compliance Program are:

- I. Protect the interests of consumers and the public in matters related to the business of insurance by enforcing existing laws fairly and consistently, and by proposing new laws as needed.
- II. Enhance the efficiency and effectiveness of regulatory and consumer services activities by providing and maintaining a viable department infrastructure management oversight, revenue, fiscal and human resource management, information technology, supplies and equipment, physical plant, etc.).
- III. Improve the effectiveness of our efforts on behalf of insurance consumers whose interests we protect, and improve services to the producers and insurers we regulate by assisting the National Association of Insurance Commissioners (NAIC) in developing national regulatory standards that improve the sharing of information about producers and insurers among the states, minimize or eliminate duplication of work,

The Market Compliance Program is organizationally composed of the Office of Licensing and Compliance, the Office of Legal Services, the Office of Financial Solvency, the Office of Property and Casualty Insurance, the Office of Health, and the Office of Receivership.

The Office of Licensing and Compliance oversees the licensing - new and renewal - of producers and processes company appointments; oversees the licensing of insurers and related entities requiring licensure by the department; investigates consumer complaints; related to Life and Annuity coverages; reviews and approves or disapproves policy contract/forms filings.

The Office of Legal Services provides representation for the department in hearings, promulgates rules and regulations; provides internal policy and legal opinions as requested through the Legal Affairs Division; through the fraud division, investigates incidences of suspected insurance fraud and refers cases to law enforcement as appropriate; performs background checks for the producer and company licensing divisions.

The Office of Financial Solvency monitors the financial condition of insurers through mandated financial field examinations and analyses; performs market conduct examinations to assure that companies and producers are compliant with applicable laws, rules and regulations in their dealings with consumers; collects insurance premium taxes and surplus lines taxes due the state through annual desk examinations of all insurer tax filings and field examinations of surplus lines brokers.

The Office of Property and Casualty Insurance investigates to conclusion P&C complaints against insurers and producers; review and approve or disapprove P&C contract/policy forms filings; and perform preparatory, support, and actuarial work for the LIRC on rate and rule change submissions it must act upon; review and act upon as necessary rate filings under file and use, which are not handled by LIRC.

The Office of Health investigates to conclusion consumer related health-insurers and producers; reviews and approves or disapproves health-contract/policy forms filings, advertising and rates; review new and renewal applications for licensing of MNROs; perform examinations of MNROs; provide health insurance and benefit information to senior citizens.

The Office of Receivership manages, with court-approval, the liquidation of the assets of companies in receivership and brings the estates to final, court-approved closure.

Market Compliance Budget Summary

	Prior Year Actuals FY 2002-2003	Enacted FY 2003-2004	Existing FY 2003-2004	Continuation FY 2004-2005	Recommended FY 2004-2005	Total Recommended Over/Under EOB
Means of Financing:						
State General Fund (Direct)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
State General Fund by:						
Total Interagency Transfers	0	0	0	0	0	0
Fees and Self-generated Revenues	15,717,012	17,653,569	17,799,677	18,100,984	16,062,323	(1,737,354)
Statutory Dedications	821,207	868,870	868,870	868,870	961,720	92,850
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	198,577	209,436	223,186	223,186	209,436	(13,750)



Market Compliance Budget Summary

	Prior Year Actuals FY 2002-2003	Enacted FY 2003-2004	Existing FY 2003-2004	Continuation FY 2004-2005	Recommended FY 2004-2005	Total Recommended Over/Under EOB
Total Means of Financing	\$ 16,736,796	\$ 18,731,875	\$ 18,891,733	\$ 19,193,040	\$ 17,233,479	\$ (1,658,254)
Expenditures & Request:						
Personal Services	\$ 11,793,514	\$ 12,336,784	\$ 12,519,925	\$ 12,886,197	\$ 11,945,927	\$ (573,998)
Total Operating Expenses	1,581,352	1,751,248	1,615,207	1,639,962	939,813	(675,394)
Total Professional Services	1,945,493	3,049,247	3,209,105	3,097,121	3,899,798	690,693
Total Other Charges	988,073	1,205,450	1,158,350	1,180,614	447,941	(710,409)
Total Acq & Major Repairs	428,364	389,146	389,146	389,146	0	(389,146)
Total Unallotted	0	0	0	0	0	0
Total Expenditures & Request	\$ 16,736,796	\$ 18,731,875	\$ 18,891,733	\$ 19,193,040	\$ 17,233,479	\$ (1,658,254)
Authorized Full-Time Equivalents:						
Classified	186	186	186	186	186	0
Unclassified	21	20	20	20	20	0
Total FTEs	207	206	206	206	206	0

Source of Funding

This program is funded from Fees and Self-generated Revenues, Statutory Dedications and Federal Funds. The Fees and Self-generated Revenues are derived from various fees and licenses authorized by R.S. 22:1078 and the La. Insurance Rating Commission assessment authorized by R.S. 22:1419. The Statutory Dedications are from the Administration Fund (Health Insurance Portability Administrative Act) comprised of penalties and an assessment not to exceed .0002 of the amount of premiums received in this state by Health insurers during the preceding year ending December 31. Statutory Dedications are also from the Insurance Fraud Investigation fund from assessments on various policies written in Louisiana. The Federal Funds are provided under the Health Information, Counseling and Assistant Grant Award made under the authority of Section 4360 of the Omnibus Budget Reduction act of 1990 (Public Law 101-508). (Per R.S. 39:36B.(8), see table below for a listing of expenditures out of each Statutory Dedicated fund.)











Market Compliance Statutory Dedications

Fund	Prior Year Actuals FY 2002-2003	Enacted FY 2003-2004	Existing FY 2003-2004	Continuation FY 2004-2005	Recommended FY 2004-2005	Total Recommended Over/Under EOB
Administrative Fund- Department of Insurance	\$ 583,228	\$ 654,152	\$ 654,152	\$ 654,152	\$ 668,720	\$ 14,568
Insurance Fraud Investigation Fund	237,979	214,718	214,718	214,718	293,000	78,282

Major Changes from Existing Operating Budget

General Fund	Total Amount	Table of Organization	Description
\$ 0	\$ 159,858	0	Mid-Year Adjustments (BA-7s):
\$ 0	\$ 18,891,733	206	Existing Oper Budget as of 12/02/03
Statewide Major Financial Changes:			
0	181,681	0	Classified State Employees Merit Increases
0	9,171	0	Civil Service Training Series
0	153,822	0	State Employee Retirement Rate Adjustment
0	621,067	0	Salary Base Adjustment
0	(237,801)	0	Attrition Adjustment
0	(669,384)	0	Salary Funding from Other Line Items
0	(389,146)	0	Non-Recurring Acquisitions & Major Repairs
0	(159,858)	0	Non-recurring Carry Forwards
0	(78)	0	Maintenance in State-Owned Buildings
0	1,260	0	UPS Fees
0	750,000	0	Office of Information Technology Projects
0	9,095	0	Administrative Law Judges
Non-Statewide Major Financial Changes:			
0	(2,682,914)	0	Technical adjustment to correct the reporting of expenditures and budget for each program.
0	845,320	0	Provides funding for operational expenses for the department to perform examinations of domestic companies within the statutory requirements at least once every five years.
0	15,457	0	This request is for at total of \$15,457 for the increase in the lease rate for the Fraud Division. The new lease is for 3,295 sq. ft. @\$10.00 per sq. ft, with 15 additional parking spaces. The current lease is for \$21,246 @\$6.45 per sq. ft. and \$3,900 for 13 parking spaces @ \$25 per space per month.
0	20,580	0	This adjustment is for the Department of Labor - Unemployment Compensation payments - \$7,293; This adjustment is for annualized merits and for merit increases for the Department of Justice - \$7,534; and This adjustment is to fully fund DAL - \$5,753, totalling \$20,580.
0	7,100	0	Funding provide for auditors to travel to obtain further training, increase public awareness, increase productivity, and increase proficiency with job tasks.
0	200,000	0	Provides funding for the Market Conduct Section of the Department of Insurance (DOI) monitors the market activities of insurers to assure fair policy holder treatment in accordance with Louisiana statutes, rules and regulations.



Major Changes from Existing Operating Budget (Continued)

General Fund	Total Amount	Table of Organization	Description
0	(179,804)	0	Group Insurance Funding from Other Line Items
0	(153,822)	0	Retirement Funding from Other Line Items
\$ 0	\$ 17,233,479	206	Recommended FY 2004-2005
\$ 0	\$ 0	0	Less Governor's Supplementary Recommendations
\$ 0	\$ 17,233,479	206	Base Executive Budget FY 2004-2005
\$ 0	\$ 17,233,479	206	Grand Total Recommended

Professional Services

Amount	Description
\$3,899,798	Accounting, auditing, and legal contracts to assist the Department in fulfilling legislatively mandated examinations of insurers, actuarial reviews of rate submissions, etc.
\$3,899,798	TOTAL PROFESSIONAL SERVICES

Other Charges

Amount	Description
	Other Charges:
\$2,924	Transcribing services for hearings
\$2,924	SUB-TOTAL OTHER CHARGES
	Interagency Transfers:
\$124,307	Division of Administrative Law for administrative hearings
\$150,777	Legal services provided by the Department of Justice
\$167,046	Office of Telecommunications Management for telephone services
\$2,462	Office of the State Register
\$425	Secretary of State for dues and scriptions
\$445,017	SUB-TOTAL INTERAGENCY TRANSFERS
\$447,941	TOTAL OTHER CHARGES

Acquisitions and Major Repairs

Amount	Description
	This program does not have funding recommended for Acquisitions and Major Repairs for Fiscal Year 2004-2005.



Performance Information

1. (KEY) Through the Licensing Division of the Office of Licensing and Compliance, to oversee the licensing of producers in the state and to work with the Information Technology Division to effect a smooth transition to the e-commerce environment.

Strategic Link: This operational objective is linked to Strategic Objective(s): I.3.I - Work with IT division to design the internet/website access to producer license renewals and resolve issues such as which hard documents must be maintained, methods of payment of fees, whether/how to accept sworn documents via online, validity of online signatures, etc. ; I.3.2 - Propose legislation to bring state laws, rules and regulations in compliance with NAIC standards; I.3.3 - Restructure producer licensing function as necessary to operate in the e-commerce environment and comply with NAIC standards.

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other): Not Applicable

Explanatory Note: The Department of Insurance must, by law, license all qualified applicants, and renew licenses for all qualified producers applying for renewal licenses. Renewal licenses must be processed within the time period set by law. Seasonal and temporary help are required to handle the increases in company appointments so that other tasks do not suffer. A company appointment is the producer's contract with the insurer that allows that producer to offer the insurer's products to his/her clients.

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard	Actual Yearend Performance	Performance Standard as Initially Appropriated	Existing Performance Standard	Performance At Continuation Budget Level	Performance At Executive Budget Level
		FY 2002-2003	FY 2002-2003	FY 2003-2004	FY 2003-2004	FY 2004-2005	FY 2004-2005
K	Number of new producer licenses issued (LAPAS CODE - 6416)	15,500	18,761	15,500	15,500	18,000	18,000

A change in the licensing law may change the number of new and renewal licenses issued and the number of company appointments processed. Licensing of Property & Casualty producers occurs in one year, licensing of Life and Health producers occurs in the next year; therefore, a full two-year cycle will have been completed at the end of fiscal 2003/04, and DOI should have a better idea of the numbers to set targets and standards for these indicators.



Performance Indicators (Continued)

L e v e l	Performance Indicator Name	Performance Indicator Values				
		Yearend Performance Standard FY 2002-2003	Actual Yearend Performance FY 2002-2003	Performance Standard as Initially Appropriated FY 2003-2004	Existing Performance Standard FY 2003-2004	Performance At Continuation Budget Level FY 2004-2005
K	Number of producer license renewals processed (LAPAS CODE - 6417)	24,000	29,451	33,800	33,800	30,000
A change in the licensing law may change the number of new and renewal licenses issued and the number of company appointments processed. Licensing of Property & Casualty producers occurs in one year, licensing of Life and Health producers occurs in the next year; therefore, a full two-year cycle will have been completed at the end of fiscal 2003/04, and DOI should have a better idea of the numbers to set targets and standards for these indicators.						
K	Number of company appointments processed (LAPAS CODE - 934)	375,000	409,604	325,000	325,000	415,000
A change in the licensing law may change the number of new and renewal licenses issued and the number of company appointments processed. Licensing of Property & Casualty producers occurs in one year, licensing of Life and Health producers occurs in the next year; therefore, a full two-year cycle will have been completed at the end of fiscal 2003/04, and DOI should have a better idea of the numbers to set targets and standards for these indicators. The increase in company appointments may be due in part to changes in the producer-licensing law, and in part due to the mergers and acquisitions occurring among insurers, as well as the hardening of the insurance market overall. Mergers and acquisitions result in groups of insurers under one holding company; the holding company may license a producer for all of the companies in the group. Also, producers may react to the hardening market by seeking appointments with more than one company or company group in order to have more products to offer to their clients.						

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 1998-1999	Prior Year Actual FY 1999-2000	Prior Year Actual FY 2000-2001	Prior Year Actual FY 2001-2002	Prior Year Actual FY 2002-2003
Number of producer license examinations administered (LAPAS CODE - 935)	6,288	6,371	6,732	6,566	6,268
Total number of licensed producers (LAPAS CODE - 933)	61,613	62,928	55,193	57,892	66,509
Number of producer license inquiries received (LAPAS CODE - 936)	76,217	16,945	10,854	86,685	68,060
Number of continuing education courses reviewed (LAPAS CODE - 6418)	769	11,763	1,057	975	1,015
Number of continuing education courses approved (LAPAS CODE - NEW)	736	1,015	961	954	946
Number of continuing education courses not approved (LAPAS CODE - NEW)	26	148	96	17	64

2. (KEY) Through the Company Licensing Division of the Office of Licensing and Compliance, to review company applications and filings within an average of 60 days.

Strategic Link: This operational objective is linked to Strategic Objective(s); I.4.1 - Develop instructions for insurers to follow in preparing applications and filings for submission to the department and return to insurers those filings that do not comply with the instructions.



Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other): Not Applicable

Explanatory Note: A Certificate of Authority is evidence of approval to operate in the state. A Certificate of Authority is issued to a domestic, foreign or alien insurer that has filed a complete application with the department and, after a thorough review of the applicant's information, the department has approved the company to operate in the state.

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2002-2003	Actual Yearend Performance FY 2002-2003	Performance Standard as Initially Appropriated FY 2003-2004	Existing Performance Standard FY 2003-2004	Performance At Continuation Budget Level FY 2004-2005	Performance At Executive Budget Level FY 2004-2005
K	Percentage of company filings and applications processed during the fiscal year in which they are received (LAPAS CODE - 11942)	85%	75%	85%	85%	85%	85%
Applications and filings received in the last 90 days of the fiscal year may be carried over into the next fiscal year.							
K	Average number of days to review company filings and applications (LAPAS CODE - 6420)	120	54	75	75	60	60
There has been significant improvement in processing time (fy 2000/01 - 137 days; fy 2001/02 - 36 days; fy 2002/03 - 54 days) which is attributed to better technology, better-trained staff, overall improvement in the quality of applications and filings submitted by companies, and in some cases a high percentage of applications and filings of a type that can be processed rapidly. DOI believes that the 36 day turn-around achieved in fy 2001/02 was not sustainable over the long run; however, we are optimistic that our turn-around time will remain much improved over the 100+ days of several years ago.							

3. (KEY) Through the Consumer Affairs Division in the Office of Licensing and Compliance, to assist consumers by investigating to conclusion, complaints against Life and Annuity (L&A) insurers and producers.

Strategic Link: This operational objective is linked to Strategic Objective(s); I.10.1 - Increase the depth of experience and knowledge among personnel through increased training and monitoring of newer examiners by more experienced examiners.

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.



Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other): Not Applicable

Explanatory Note: A consumer complaint is investigated to conclusion. This means that DOI will determine whether the company or producer met its responsibilities to the consumer within the applicable laws, rules and regulations. This does not always lead to a conclusion that is satisfactory to the consumer, nor does it always lead to recovery of claim payments/premium refunds. For example: A consumer may want a company to respond for something that is not covered by the policy, or may not be satisfied with the way the company handled a claim, but the company may have acted properly within the laws, rules and regulations that apply to the situation that gave rise to the complaint. DOI recognizes the value of the information on claim payments/premium refunds recovered to the legislature and to consumers; however, the facts of each case determine the amount, if any, of such recoveries, and DOI is in a re-active rather than pro-active posture with regard to this activity.

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard	Actual Yearend Performance	Performance Standard as Initially Appropriated	Existing Performance Standard	Performance At Continuation Budget Level	Performance At Executive Budget Level
		FY 2002-2003	FY 2002-2003	FY 2003-2004	FY 2003-2004	FY 2004-2005	FY 2004-2005
K	Average number of days to investigate to conclusion an L&A complaint (LAPAS CODE - 13958)	99	42	75	75	60	60
A number of variables impact the turn-around time on complaint investigations (complexity of the cases, expertise of staff, for example), but we are lowering the performance standard from 75 days to 60 days for this indicator.							
K	Amount of claim payments/premium refunds recovered for complainants (LAPAS CODE - 13959)	\$ 850,000	\$ 1,178,517	\$ 1,000,000	\$ 1,000,000	\$ 1,000,000	\$ 1,000,000



Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 1998-1999	Prior Year Actual FY 1999-2000	Prior Year Actual FY 2000-2001	Prior Year Actual FY 2001-2002	Prior Year Actual FY 2002-2003
Number of L&A complaints received (LAPAS CODE - 13960)	Not Available	Not Available	603	501	534
Complaints received during the last ninety days of the fiscal year may be counted in the next fiscal year In prior years, data for P&C and L&A complaints and forms review/approval were kept as one; they are now being reported separately, but we are unable to provide separate data for years prior to fiscal 2000/01					
Number of L&A complaints investigations concluded (LAPAS CODE - 13961)	Not Available	Not Available	613	547	506
Complaints received during the last ninety days of the fiscal year may be counted in the next fiscal year In prior years, data for P&C and L&A complaints and forms review/approval were kept as one; they are now being reported separately, but we are unable to provide separate data for years prior to fiscal 2000/01					
Number of L&A inquiries received (LAPAS CODE - 13962)	Not Available	Not Available	17,979	17,626	17,230
Complaints received during the last ninety days of the fiscal year may be counted in the next fiscal year In prior years, data for P&C and L&A complaints and forms review/approval were kept as one; they are now being reported separately, but we are unable to provide separate data for years prior to fiscal 2000/01 Inquiries include walk-ins, telephone calls, e-mail, regular mail - any inquiry except a formal complaint					

4. (KEY) Through the Life and Annuity Contract/Policy Forms Review Division in the Office of Licensing and Compliance, to pre-approve or disapprove all contract/policy forms within an average of 25 days.

Strategic Link: This operational objective is linked to Strategic Objective(s); I.10.1 - Increase the depth of experience and knowledge among personnel through increased training and monitoring of newer examiners by more experienced examiners.

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other): Not Applicable

Explanatory Note: Forms must be reviewed when a company wishes to introduce a new product and when laws, rules and regulations require changes to policy forms. Review and approval is required before a policy or product can be sold or used in the state. Delays in the review/approval of new forms and products may result in delays in consumers having access to those products and in the insurers being able to sell/use new products in the state. DOI has seen improvement in turn-around times for forms review/approval due to new laws, rules and regulations and improved technology applied to this activity.



Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard	Actual Yearend Performance	Performance Standard as Initially Appropriated	Existing Performance Standard	Performance At Continuation Budget Level	Performance At Executive Budget Level
		FY 2002-2003	FY 2002-2003	FY 2003-2004	FY 2003-2004	FY 2004-2005	FY 2004-2005
K	Average number of days to process L&A contract/policy forms (LAPAS CODE - 13988)	30	4	30	30	25	25
This division has seen a significant improvement in turn-around time for forms review/approval. FY 2001/02 is the first year that L&A data were kept discreet from P&C data and the turn-around time was 15 days, now down to 4 days for fy 2002/03. DOI does not believe that the 4-day turn around is something that can be maintained over the long run, but we are lowering the standard for this indicator to 25 days.							
K	Percentage of L&A contract/policy forms approved (LAPAS CODE - 13987)	60%	76%	60%	60%	70%	70%
Better trained, experienced staff, better initial submissions from insurers, and the institution of the matrix and certified form filing process have all contributed to more forms being approved and better turn-around time. We have raised the performance standard from 60 percent approved to 70 percent approved for this indicator.							

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 1998-1999	Prior Year Actual FY 1999-2000	Prior Year Actual FY 2000-2001	Prior Year Actual FY 2001-2002	Prior Year Actual FY 2002-2003
Number of L&A contract/policy forms pending at beginning of fiscal year (LAPAS CODE - 13989)	Not Available	309	345	187	286
Forms received in the last ninety days of the fiscal year may be carried over into the next fiscal year "Processed" means that a form was reviewed and either approved or disapproved or that it has been returned to the company for additional information, correction or revision Prior to fiscal 2000-01, data for Life and Annuity forms and complaints were kept with data for Property & Casualty forms and complaints; therefore the data shown here is our best attempt to recreate data prior to fiscal 2000-01. Data are now kept separately for L&A and P&C					
Number of L&A contract/policy forms received (LAPAS CODE - 13990)	Not Available	7,789	6,614	7,350	8,096
Forms received in the last ninety days of the fiscal year may be carried over into the next fiscal year "Processed" means that a form was reviewed and either approved or disapproved or that it has been returned to the company for additional information, correction or revision The number of forms processed will not equal the number pending at start of fiscal year plus number received during fiscal year because a different transaction occurs each time a form is returned to the company for additional action. Prior to fiscal 2000-01, data for Life and Annuity forms and complaints were kept with data for Property & Casualty forms and complaints; therefore the data shown here is our best attempt to recreate data prior to fiscal 2000-01. Data are now kept separately for L&A and P&C					



Market Compliance General Performance Information (Continued)

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 1998-1999	Prior Year Actual FY 1999-2000	Prior Year Actual FY 2000-2001	Prior Year Actual FY 2001-2002	Prior Year Actual FY 2002-2003
Number of L&A contract/policy forms processed (LAPAS CODE - 13991)	Not Available	8,166	9,591	9,761	8,536
<p>Forms received in the last ninety days of the fiscal year may be carried over into the next fiscal year</p> <p>"Processed" means that a form was reviewed and either approved or disapproved or that it has been returned to the company for additional information, correction or revision</p> <p>The number of forms processed will not equal the number pending at start of fiscal year plus number received during fiscal year because a different transaction occurs each time a form is returned to the company for additional action.</p> <p>Prior to fiscal 2000-01, data for Life and Annuity forms and complaints were kept with data for Property & Casualty forms and complaints; therefore the data shown here is our best attempt to recreate data prior to fiscal 2000-01. Data</p>					
Number of L&A contract/policy forms approved (LAPAS CODE - NEW)	Not Available	7,789	5,870	5,996	6,645
<p>Forms received in the last ninety days of the fiscal year may be carried over into the next fiscal year</p> <p>"Processed" means that a form was reviewed and either approved or disapproved or that it has been returned to the company for additional information, correction or revision</p> <p>The number of forms processed will not equal the number pending at start of fiscal year plus number received during fiscal year because a different transaction occurs each time a form is returned to the company for additional action.</p> <p>Prior to fiscal 2000-01, data for Life and Annuity forms and complaints were kept with data for Property & Casualty forms and complaints; therefore the data shown here is our best attempt to recreate data prior to fiscal 2000-01. Data</p>					
Number of L&A contract/policy forms disapproved (LAPAS CODE - NEW)	Not Available	798	832	619	1,631
<p>Forms received in the last ninety days of the fiscal year may be carried over into the next fiscal year</p> <p>"Processed" means that a form was reviewed and either approved or disapproved or that it has been returned to the company for additional information, correction or revision</p> <p>The number of forms processed will not equal the number pending at start of fiscal year plus number received during fiscal year because a different transaction occurs each time a form is returned to the company for additional action.</p> <p>Prior to fiscal 2000-01, data for Life and Annuity forms and complaints were kept with data for Property & Casualty forms and complaints; therefore the data shown here is our best attempt to recreate data prior to fiscal 2000-01. Data are now kept separately for L&A and P&C</p>					
Number of L&A contract/policy forms withdrawn (LAPAS CODE - NEW)	Not Available	29	71	56	66
<p>Forms received in the last ninety days of the fiscal year may be carried over into the next fiscal year</p> <p>"Processed" means that a form was reviewed and either approved or disapproved or that it has been returned to the company for additional information, correction or revision</p> <p>The number of forms processed will not equal the number pending at start of fiscal year plus number received during fiscal year because a different transaction occurs each time a form is returned to the company for additional action.</p> <p>Prior to fiscal 2000-01, data for Life and Annuity forms and complaints were kept with data for Property & Casualty forms and complaints; therefore the data shown here is our best attempt to recreate data prior to fiscal 2000-01. Data are now kept separately for L&A and P&C</p>					

5. (KEY) Through the Fraud Division in the Office of Legal Services, to reduce incidences of insurance fraud in the state.

Strategic Link: This operational objective is linked to Strategic Objective(s); I.12.1 - Work with the producer and company licensing divisions to educate insurance and producer license applicants in the proper submission of complete applications; I.12.2 - Increase the depth of knowledge and training among personnel by increased monitoring of newer examiners by more experienced examiners.

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable



Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other): Not Applicable

Explanatory Note: The Fraud Division performs an initial review of all reported incidences of suspected insurance fraud, and may then do a complete investigation or log the report for possible future investigation. Reporting has improved through more public awareness and education of the insurance industry in reporting requirements. Fraud units within the Department of Justice and State Police/Department of Public Safety work cooperatively and independently, and may also work with federal investigative and law enforcement agencies.

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2002-2003	Actual Yearend Performance FY 2002-2003	Performance Standard as Initially Appropriated FY 2003-2004	Existing Performance Standard FY 2003-2004	Performance At Continuation Budget Level FY 2004-2005	Performance At Executive Budget Level FY 2004-2005
K	Percentage of initial claim fraud complaint investigations completed within 10 working days (LAPAS CODE - 12276)	85%	91%	85%	85%	85%	85%
Initial investigation means that the report is investigated to determine whether a full investigation should be initiated, or if the report should be entered into the database and maintained for possible additional investigation at a later date.							
K	Percentage of background checks completed within 15 working days (LAPAS CODE - 12278)	85%	85%	85%	85%	85%	85%
The fraud division is working with company and producer licensing divisions to educate applicants in properly completing applications so that delays in background checks can be eliminated or reduced. Most delays in completing background checks are a result of poorly completed applications.							

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 1998-1999	Prior Year Actual FY 1999-2000	Prior Year Actual FY 2000-2001	Prior Year Actual FY 2001-2002	Prior Year Actual FY 2002-2003
Number of claim fraud investigations opened (LAPAS CODE - 12282)	950	495	504	837	1,025

DOI's fraud unit assists with investigations of claim fraud, but enforcement authority for claim fraud cases rests with the Department of Public Safety/Corrections and the Department of Justice. Companies report suspected claim fraud to the Department of Insurance.



Market Compliance General Performance Information (Continued)

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 1998-1999	Prior Year Actual FY 1999-2000	Prior Year Actual FY 2000-2001	Prior Year Actual FY 2001-2002	Prior Year Actual FY 2002-2003
Number of claim fraud investigations referred to law enforcement agencies (LAPAS CODE - 959)	265	3	16	58	80
DOI's fraud unit assists with investigations of claim fraud, but enforcement authority for claim fraud cases rests with the Department of Public Safety/Corrections and the Department of Justice. Companies report suspected claim fraud to the Department of Insurance.					
Number of producer/company investigations opened (LAPAS CODE - 12279)	9	379	816	538	255
Number of producer/company investigations referred to law enforcement (LAPAS CODE - 12281)	108	12	108	24	28
Number of background checks performed of company and producer licensing divisions (LAPAS CODE - 962)	1,514	2,045	2,242	3,395	1,452

6. (SUPPORTING)Through the Legal Affairs Division of the Office of Legal Services, to represent the department in hearings, promulgate rules and regulations within 9 months, and achieve a turn-around time of four weeks for internal legal and policy opinions.

Strategic Link: This operational objective is linked to Strategic Objective(s); I.17.1 - Staff attorneys increase their knowledge through attending continuing education seminars, courses, programs, etc.; I.17.2 - Attorneys and staff use standardized forms and procedures for handling of routine violations of Title 22.

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other): Not Applicable



Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values				
		Yearend Performance Standard	Actual Yearend Performance	Performance Standard as Initially Appropriated	Existing Performance Standard	Performance At Continuation Budget Level
		FY 2002-2003	FY 2002-2003	FY 2003-2004	FY 2003-2004	Performance At Executive Budget Level FY 2004-2005
S	Average number of days from a new law being signed by the governor to publication of notice of intent for laws requiring rule(s) and/or regulation(s) (LAPAS CODE - NEW)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	120

This indicator is new for fiscal 2004/05, and does not appear in Act 813 of the 2003 Regular session. The indicator was developed to measure the efficiency with which the department initiates rules and regulations necessary when new laws are enacted. The value for performance at continuation budget level fy 2004-05 is an estimate, not an actual performance standard.

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 1998-1999	Prior Year Actual FY 1999-2000	Prior Year Actual FY 2000-2001	Prior Year Actual FY 2001-2002	Prior Year Actual FY 2002-2003
Number of hearings in which DOI must be represented (LAPAS CODE - 874)	330	265	262	303	44
The record keeper for this division left employment with DOI in the fourth quarter of fiscal 2002/03. The backup records and data were lost, in hard copy and on computer. We are reporting as of the third quarter, which is the latest data we have. If our IT division can recreate the data we will file amended values with OPB.					
Number of cease and desist orders issued (LAPAS CODE - 875)	17	21	16	26	14
The record keeper for this division left employment with DOI in the fourth quarter of fiscal 2002/03. The backup records and data were lost, in hard copy and on computer. We are reporting as of the third quarter, which is the latest data we have. If our IT division can recreate the data we will file amended values with OPB.					
Number of internal legal and policy opinions (LAPAS CODE - 880)	16	29	28	29	37
The record keeper for this division left employment with DOI in the fourth quarter of fiscal 2002/03. The backup records and data were lost, in hard copy and on computer. We are reporting as of the third quarter, which is the latest data we have. If our IT division can recreate the data we will file amended values with OPB.					
Number of internal legal and policy opinions issued (LAPAS CODE - 878)	9	16	16	23	33
The record keeper for this division left employment with DOI in the fourth quarter of fiscal 2002/03. The backup records and data were lost, in hard copy and on computer. We are reporting as of the third quarter, which is the latest data we have. If our IT division can recreate the data we will file amended values with OPB.					
Number of department rules and regulations promulgated (LAPAS CODE - 879)	4	7	5	1	5

The record keeper for this division left employment with DOI in the fourth quarter of fiscal 2002/03. The backup records and data were lost, in hard copy and on computer. We are reporting as of the third quarter, which is the latest data we have. If our IT division can recreate the data we will file amended values with OPB.



Market Compliance General Performance Information (Continued)

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 1998-1999	Prior Year Actual FY 1999-2000	Prior Year Actual FY 2000-2001	Prior Year Actual FY 2001-2002	Prior Year Actual FY 2002-2003
Percentage of hearings scheduled within six weeks of referral (LAPAS CODE - 12195)	Not Available	Not Available	Not Available	65%	92%
<p>The record keeper for this division left employment with DOI in the fourth quarter of fiscal 2002/03. The backup records and data were lost, in hard copy and on computer. We are reporting as of the third quarter, which is the latest data we have. If our IT division can recreate the data we will file amended values with OPB.</p> <p>This previously appeared as a performance indicator but has been moved to General Performance Information status, beginning with fiscal 2004/05.</p> <p>This indicator appeared first in fy 2001/02 and was not tracked prior to that, so there is no historical data available earlier than fy 2001/02.</p>					
Percentage of hearings resulting regulatory action (LAPAS CODE - 12193)	Not Available	Not Available	Not Available	88%	67%
<p>The record keeper for this division left employment with DOI in the fourth quarter of fiscal 2002/03. The backup records and data were lost, in hard copy and on computer. We are reporting as of the third quarter, which is the latest data we have. If our IT division can recreate the data we will file amended values with OPB.</p> <p>This previously appeared as a performance indicator but has been moved to General Performance Information status, beginning with fiscal 2004/05.</p> <p>This indicator appeared first in fy 2001/02 and was not tracked prior to that, so there is no historical data available earlier than fy 2001/02.</p>					
Percentage of internal legal and policy opinions issued within 4 weeks of request (LAPAS CODE - 12251)	Not Available	Not Available	Not Available	100%	100%
<p>The record keeper for this division left employment with DOI in the fourth quarter of fiscal 2002/03. The backup records and data were lost, in hard copy and on computer. We are reporting as of the third quarter, which is the latest data we have. If our IT division can recreate the data we will file amended values with OPB.</p> <p>This previously appeared as a performance indicator but has been moved to General Performance Information status, beginning with fiscal 2004/05.</p> <p>This indicator appeared first in fy 2001/02 and was not tracked prior to that, so there is no historical data available earlier than fy 2001/02.</p>					
Percentage of staff attorneys completing at least 15 hours of continuing legal education during fiscal year (LAPAS CODE - 12253)	Not Available	Not Available	Not Available	100%	100%
<p>The record keeper for this division left employment with DOI in the fourth quarter of fiscal 2002/03. The backup records and data were lost, in hard copy and on computer. We are reporting as of the third quarter, which is the latest data we have. If our IT division can recreate the data we will file amended values with OPB.</p> <p>This previously appeared as a performance indicator but has been moved to General Performance Information status, beginning with fiscal 2004/05.</p> <p>This indicator appeared first in fy 2001/02 and was not tracked prior to that, so there is no historical data available earlier than fy 2001/02.</p>					

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 1998-1999	Prior Year Actual FY 1999-2000	Prior Year Actual FY 2000-2001	Prior Year Actual FY 2001-2002	Prior Year Actual FY 2002-2003
Number of licensed domestic insurers (LAPAS CODE - 912)	200	178	172	162	119
Number of licensed foreign/alien insurance companies (LAPAS CODE - 913)	1,717	1,919	1,713	1,768	1,335
Number of surplus lines companies approved and monitored (LAPAS CODE - 914)	155	109	142	142	140
Total number of companies licensed and approved (LAPAS CODE - 911)	2,072	2,206	2,027	2,079	2,125



7. (KEY) Through the Office of Financial Solvency, to monitor the financial soundness of regulated entities by performing examinations (according to statutorily mandated schedules) and financial analysis each fiscal year.

Strategic Link: This operational objective is linked to Strategic Objective(s); I.5.1 - Monitor regulated entities to detect all adverse financial and other conditions, take remedial steps as necessary, and maintain compliance with NAIC standards for financial and market conduct examinations.

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other): Not Applicable

Explanatory Note: The examination and analysis program has resulted in earlier detection of troubled companies. The financial examination (onsite/field examination) and analysis components of the program complement each other. Analysis is the annual review of required filings, ongoing operations and examination findings, while onsite/field examination involves the companies' financial status. Each company has a score, developed via weighted criteria, that will determine its position on the exam schedule. Companies may be examined earlier based on these scores. DOI is currently examining companies more frequently than the statutory mandate of at least once every five years. Market conduct exams may occur as result of complaints or problems detected in other states, and may be performed in conjunction with financial exam or independent of any financial exam. Financial exam findings are considered in the annual analysis and findings from the analysis feed into the scheduling of financial examinations.

Explanatory Note: A change in the law now allows domestic companies to maintain their financial records outside of the state. This could result in slower examination scheduling and higher costs if examiners must travel out of state to perform their work.

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2002-2003	Actual Yearend Performance FY 2002-2003	Performance Standard as Initially Appropriated FY 2003-2004	Existing Performance Standard FY 2003-2004	Performance At Continuation Budget Level FY 2004-2005	Performance At Executive Budget Level FY 2004-2005
K	Number of market conduct examinations performed (LAPAS CODE - 6411)	23	26	30	30	30	30
K	Percentage of market conduct examinations performed as a result of complaints (LAPAS CODE - 11937)	28%	18%	27%	27%	20%	20%
K	Percentage of domestic companies examined (LAPAS CODE - 11938)	17%	15%	18%	18%	18%	18%
Companies are examined at least once every five years; however, approximately two percent per year (or 10% overall) of domestic companies do not require examination on that schedule, rather than at 20%.							
K	Percentage of domestic companies analyzed - financial (LAPAS CODE - 11939)	99%	99%	100%	100%	100%	100%
K	Percentage of companies other than domestic companies analyzed - financial (LAPAS CODE - 11940)	28%	7%	20%	20%	20%	20%
S	Number of zone examinations in which participating states file dissenting (minority) reports (LAPAS CODE - 13869)	0	0	0	0	0	0
A zone examination is a financial examination in which examiners from other states in which the company operates may participate. Zone exams are fairly rare when the exam and analysis program is working well, which it has done for several years now.							



Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 1998-1999	Prior Year Actual FY 1999-2000	Prior Year Actual FY 2000-2001	Prior Year Actual FY 2001-2002	Prior Year Actual FY 2002-2003
Number of companies examined - financial (LAPAS CODE - 6410)	51	39	37	31	26
Number of companies examined - market conduct (LAPAS CODE - 6411)	32	33	29	30	26
Number of companies analyzed (LAPAS CODE - 612)	793	413	542	585	245
Number of companies in administrative supervision at beginning of fiscal year (LAPAS CODE - 13768)	4	5	5	7	5
Number of companies placed in administrative supervision during fiscal year (LAPAS CODE - 921)	2	0	3	6	1
Number of companies returned to good health/ removed from supervision during fiscal year (LAPAS CODE - 922)	4	0	4	5	1
Average number of months a company remains in administrative supervision (LAPAS CODE - 923)	30	24	24	22	23

8. (KEY) Through the Insurance Premium Tax and Surplus Lines Tax Division of the Financial Solvency, to initiate collection procedures on all insurance premium taxes and related penalties owed the state for that fiscal year.

Strategic Link: This operational objective is related to strategic objective(s): I.6.1 - Continue to perform field audits of selected surplus lines brokers and desk examinations of all insurer premium tax returns.

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other): Not Applicable

Explanatory Note: A surplus lines broker is a person who solicits, negotiates or procures a policy of insurance with an approved, unauthorized insurer, known as a surplus lines company, when insurance cannot be obtained from insurers licensed to do business in the state. As of 6/30/03 there are 140 surplus lines companies approved and unauthorized in the state.



Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2002-2003	Actual Yearend Performance FY 2002-2003	Performance Standard as Initially Appropriated FY 2003-2004	Existing Performance Standard FY 2003-2004	Performance At Continuation Budget Level FY 2004-2005	Performance At Executive Budget Level FY 2004-2005
K	Additional taxes and penalties assessed as a result of audit (in \$millions) (LAPAS CODE - 889)	\$ 1.30	\$ 0.94	\$ 1.50	\$ 1.50	\$ 1.50	\$ 1.50
This figure is lower than anticipated. More insurers filed timely, correct returns, resulting in fewer fines and penalties. Also, there are some cases in pending litigation that will not be resolved until fiscal 03/04 or 04/05.							
K	Percentage of surplus lines brokers examined (LAPAS CODE - 6396)	20%	16%	20%	20%	15%	15%
A new law allowing non-resident surplus lines brokers resulted in a significant increase in the number of surplus lines brokers licensed in the state. We expect to perform more examinations than in prior years, but the percentage of brokers examined will be lower.							
S	Number of field examinations of surplus lines brokers performed (LAPAS CODE - 900)	40	52	40	40	50	50
A new law allowing non-resident surplus lines brokers resulted in a significant increase in the number of surplus lines brokers licensed in the state. We expect to perform more examinations than in prior years, but the percentage of brokers examined will be lower.							
S	Number of desk examinations performed for tax purposes (LAPAS CODE - 901)	1,725	1,815	1,725	1,725	1,843	1,843
All tax returns undergo desk audit. The number of desk audits varies from year to year due to variation in the number of returns filed.							

9. (KEY) Through the Consumer Affairs Division, conclude investigations of Property and Casualty (P&C) related complaints within an average of 80 days.

Strategic Link: This operational objective is related to strategic objective(s): I.1.7 - Increase the depth of experience and knowledge among personnel through increased training and monitoring of newer examiners by more experienced examiners.

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable
Settlement, Workforce Development Commission, or Other): Not Applicable



Explanatory Note: A consumer complaint is investigated to conclusion. This means that DOI will determine whether the company or producer met its responsibilities to the consumer within the applicable laws, rules and regulations. This does not always lead to a conclusion that is satisfactory to the consumer, nor does it always lead to recovery of claim payments/premium refunds. For example: A consumer may want a company to respond for something that is not covered by the policy, or may not be satisfied with the way the company handled a claim, but the company may have acted properly within the laws, rules and regulations that apply to the situation that gave rise to the complaint. DOI recognizes the value of the information on claim payments/premium refunds recovered to the legislature and to consumers; however, the facts of each case determine the amount, if any, of such recoveries, and DOI is in a re-active rather than pro-active posture with regard to this activity.

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2002-2003	Actual Yearend Performance FY 2002-2003	Performance Standard as Initially Appropriated FY 2003-2004	Existing Performance Standard FY 2003-2004	Performance At Continuation Budget Level FY 2004-2005	Performance At Executive Budget Level FY 2004-2005
K	Number of days to conclude a P&C complaint investigation (LAPAS CODE - 10204)	90	82	90	90	80	80
K	Amount of claim payments and/or premium refunds recovered for P&C complainants (LAPAS CODE - 954)	\$ 2,700,000	\$ 2,819,133	\$ 2,500,000	\$ 2,700,000	\$ 3,000,000	\$ 3,000,000

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 1998-1999	Prior Year Actual FY 1999-2000	Prior Year Actual FY 2000-2001	Prior Year Actual FY 2001-2002	Prior Year Actual FY 2002-2003
Number of P&C complaints received (LAPAS CODE - 14211)	Not Available	2,278	2,388	2,501	2,413
Number of P&C complaints investigations concluded (LAPAS CODE - 14212)	Not Available	Not Available	2,926	1,891	2,402
Number of P&C inquiries received (LAPAS CODE - 952)	Not Available	Not Available	1,843	3,621	85,524

10. (KEY)Through the Forms Review Division of the Office of Property and Casualty Insurance, to pre-approve or disapprove all contract forms for use by consumers.

Strategic Link: This operational objective is related to strategic objective(s): I.1.7 - Increase the depth of experience and knowledge among personnel through increased training and monitoring of newer examiners by more experienced examiners.



Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other): Not Applicable

Explanatory Note: Forms must be reviewed when a company wishes to introduce a new product and when laws, rules and regulations require changes to policy forms. Review and approval is required before a policy or product can be sold or used in the state. Delays in the review/approval of new forms and products may result in delays in consumers having access to those products and in the insurers' being able to sell/use new products in the state. DOI has seen improvement in turn-around times for forms review/approval due to new laws, rules and regulations and improved technology applied to this activity.

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2002-2003	Actual Yearend Performance FY 2002-2003	Performance Standard as Initially Appropriated FY 2003-2004	Existing Performance Standard FY 2003-2004	Performance At Continuation Budget Level FY 2004-2005	Performance At Executive Budget Level FY 2004-2005
K	Average number of days to process P&C contract/policy forms (LAPAS CODE - 13939)	105	19	45	45	30	30
K	Percentage of P&C contract/policy forms approved (LAPAS CODE - 13940)	35%	29%	35%	35%	35%	35%

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 1998-1999	Prior Year Actual FY 1999-2000	Prior Year Actual FY 2000-2001	Prior Year Actual FY 2001-2002	Prior Year Actual FY 2002-2003
Number of P&C contract/policy forms pending at beginning of fiscal year (LAPAS CODE - 13941)	Not Available	35,908	2,806	3,425	2,022
Number of P&C contract/policy forms received (LAPAS CODE - 13942)	Not Available	20,304	31,742	1,891	24,264
Number of P&C contract/policy forms processed (LAPAS CODE - 13943)	Not Available	20,056	33,157	3,621	26,095
Number of contract/policy forms approved (LAPAS CODE - 13940)	Not Available	Not Available	22,215.00	2,680.00	0.32
Number of contract/policy forms disapproved (LAPAS CODE - NEW)	Not Available	Not Available	10,942.000	941.000	0.422



11. (SUPPORTING)Through the Rate and Rule Review/Approval Division of the Office of Property and Casualty Insurance, to provide preparatory and support work/activities to the LIRC (Louisiana Insurance Rating Commission) for rate and rule change submissions that require action by the LIRC, and to review and act upon as necessary rate filings that do not require action/approval by the LIRC under file and use.

Strategic Link; This operational objective is related to strategic objective(s): I.9.1 - Design, create and train personnel in the use of automated processes for the rate/rule review/approval. I.9.2 - Develop and distribute instructions for industry to follow in preparing rate/rule filings for submission.; I.9.3 - Develop and implement automated reporting system on tracking of filings/submissions from receipt at OPAC through final action by LIRC, or by DOI under file and use/Flexible Rating (Act 351 of 2003 Regular Session).

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other): Not Applicable

Explanatory Note: The Office of Property and Casualty Insurance (OPAC) was formerly the Office of the Insurance Rating Commission. OPAC Rate and Rule Review division provides support services to the seven-member LIRC, which includes the elected commissioner of insurance and six members appointed by the governor. These support services include preparatory work on rate and rule filings, including actuarial review and preparation of recommendations for the commission. OPAC staff will also review and act upon as necessary those rate filings under Flexible Rating (Act 351 of the 2003 Regular Session) file and use - those that do not require approval/action by the LIRC.

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2002-2003	Actual Yearend Performance FY 2002-2003	Performance Standard as Initially Appropriated FY 2003-2004	Existing Performance Standard FY 2003-2004	Performance At Continuation Budget Level FY 2004-2005	Performance At Executive Budget Level FY 2004-2005
S	Average number of days from receipt of filing/ submission by OPAC to placement on rating commission agenda (LAPAS CODE - 13945)	24	25	24	24	24	24
S	Average number of days from receipt of filing/ submission by actuary from OPAC support staff to actuary's recommendation (LAPAS CODE - 13949)	35	35	32	32	32	32
S	Average number of days from receipt of rate filing/ submission to completion of review by DOI (LAPAS CODE - NEW)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	20	20

This is a new indicator for fy 2004/05; it did not appear under Act 14 of 2003, and was added in order to track performance under Act 351 of the 2003 Regular Session - Flexible Rating/File and Use.

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values					
	Prior Year Actual FY 1998-1999	Prior Year Actual FY 1999-2000	Prior Year Actual FY 2000-2001	Prior Year Actual FY 2001-2002	Prior Year Actual FY 2002-2003	
Total written premiums (property, casualty, surety and inland marine) subject to regulation by the LIRC - in (\$ billions) (LAPAS CODE - 974)	\$ 4.590	\$ 4.529	\$ 4.676	\$ 4.641	\$ 5.600	
Number of submissions reviewed by actuary (LAPAS CODE - 971)	572	427	451	414	587	
Number of rate/rule change submissions acted upon by the LIRC (LAPAS CODE - 967)	632	427	451	414	1,627	
Number of rate/rule change submissions approved (LAPAS CODE - 968)	456	295	283	283	1,491	
Number of rate/rule change submissions approved at lesser amount than requested (LAPAS CODE - 969)	14	16	Not Provided	138	53	



Market Compliance General Performance Information (Continued)

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 1998-1999	Prior Year Actual FY 1999-2000	Prior Year Actual FY 2000-2001	Prior Year Actual FY 2001-2002	Prior Year Actual FY 2002-2003
Number of rate/rule change requests not approved (disapproved) by LIRC (LAPAS CODE - 970)	116	128	131	119	2,194
This indicator name was formerly "Number of rate/rule change requests not approved". The change in indicator name has been made so as not to confuse this item with rate filings that are not subject to approval by LIRC but that are reviewed and acted upon as necessary by the DOI. There is no change in what is being measured.					
Average percentage change in rates approved by the LIRC (LAPAS CODE - 972)	3%	-1%	2%	7%	12%
Market impact of rate change submissions approved by LIRC (LAPAS CODE - 973)	\$ 2.62	\$ -0.66	\$ 1.79	\$ 4.68	\$ 7.41
Number rate/rule submissions received (LAPAS CODE - 13957)	2,556	1,926	1,946	1,858	3,685

AUTOMOBILE INSURANCE COSTS AND COSTS AFFECTING THEM		
LOUISIANA'S RANKING	ITEM	COST
6th	Combined Average Premium	\$962.07
10th	Liability Average Premium	\$520.94
6th	Collision Average Premium	\$284.44
14th	Comprehensive Average Premium	\$156.69
9th	Average Repair Cost Per Claim	\$1,979.41
11th	Vehicle Thefts Per 1000 Vehicles	6.82
14th	Hospital Inpatient Days	3,361,008
7th	Number of Outpatient Visits	10,207,145
18th	Hospital Expenses	\$5,814,898,610



12. (KEY)Through the Quality Management Division of the Office of Health, to investigate to conclusion consumer health insurance related complaints.

Strategic Link: This operational objective is related to strategic objective(s): I.13.1 - Increase the depth of experience and training among personnel through increased training and mentoring of newer examiners by more experienced examiners.

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other): Not Applicable

Explanatory Note: A consumer complaint is investigated to conclusion. This means that DOI will determine whether the company or producer met its responsibilities to the consumer within the applicable laws, rules and regulations. This does not always lead to a conclusion that is satisfactory to the consumer, nor does it always lead to recovery of claim payments/premium refunds. For example: A consumer may want a company to respond for something that is not covered by the policy, or may not be satisfied with the way the company handled a claim, but the company may have acted properly within the laws, rules and regulations that apply to the situation that gave rise to the complaint. DOI recognizes the value of the information on claim payments/premium refunds recovered to the legislature and to consumers; however, the facts of each case determine the amount, if any, of such recoveries, and DOI is in a re-active rather than pro-active posture with regard to this activity.

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2002-2003	Actual Yearend Performance FY 2002-2003	Performance Standard as Initially Appropriated FY 2003-2004	Existing Performance Standard FY 2003-2004	Performance At Continuation Budget Level FY 2004-2005	Performance At Executive Budget Level FY 2004-2005
K	Average number of days to investigate to conclude a consumer health complaint (LAPAS CODE - 987)	90	68	75	75	60	60
K	Amount of claim payments/premium refunds recovered for health coverage complainants (LAPAS CODE - 989)	\$ 2,000,000	\$ 2,500,043	\$ 2,000,000	\$ 2,000,000	\$ 2,000,000	\$ 2,000,000



Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 1998-1999	Prior Year Actual FY 1999-2000	Prior Year Actual FY 2000-2001	Prior Year Actual FY 2001-2002	Prior Year Actual FY 2002-2003
Number of health complaints received (LAPAS CODE - 6424)	2,013	2,268	2,066	1,962	1,477
Complaints received in the last ninety days of the fiscal year may be counted in the next fiscal year					
Number of health complaint investigations concluded (LAPAS CODE - 6425)	2,013	2,951	1,238	2,112	1,516
Number of health inquiries received (LAPAS CODE - 933)	12,139	26,757	30,458	33,811	27,019
Inquiries include telephone calls, walk-ins, e-mail, regular mail - any inquiry short of a formal complaint					

13. (KEY) Through the Contract/Policy Forms Review section of the Quality Management division of the Office of Health, to review health-related contract/policy forms, advertising and rates, and approve or disapprove them per applicable laws, rules and regulations.

Strategic Link: This operational objective is related to strategic objective(s): I.13.1 - Increase the depth of experience and training among personnel through increased training and mentoring of newer examiners by more experienced examiners.

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other): Not Applicable

Explanatory Note: The department has instituted a procedure that allows insurers to file forms for designated product lines and certify compliance with applicable laws, rules and regulations, allowing for approval of complete filings within 15 days of receipt. New procedures expedite review of resubmissions of previously disapproved forms and revision of previously approved forms. A matrix has been developed and is on the internet so that insurers drafting new policy forms and maintaining existing forms for compliance have easy access to the information they need.

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2002-2003	Actual Yearend Performance FY 2002-2003	Performance Standard as Initially Appropriated FY 2003-2004	Existing Performance Standard FY 2003-2004	Performance At Continuation Budget Level FY 2004-2005	Performance At Executive Budget Level FY 2004-2005
K	Average number of days to process health contract/policy forms, advertising and rates (LAPAS CODE - 12990)	45	20	30	30	30	30
Policy forms are processed by two separate divisions of the Office of Health. Quality Management processes policy form filings involving major medical and excess/stop-loss insurance product lines; Supplement Health Products processes limited benefit product lines including advertising and rate filings for Medicare supplement insurance.							
K	Percentage of health contract/policy forms, advertising and rates approved (LAPAS CODE - 985)	50%	62%	65%	65%	65%	65%

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 1998-1999	Prior Year Actual FY 1999-2000	Prior Year Actual FY 2000-2001	Prior Year Actual FY 2001-2002	Prior Year Actual FY 2002-2003
Number of health contract/policy forms, advertising and rates pending at beginning of fiscal year (LAPAS CODE - 10211)	Not Available	Not Available	2,625	1,788	390
Items received in the last sixty days of the fiscal year may be counted in the next fiscal year					
Number of health insurance contract/policy forms, advertising and rates received (LAPAS CODE - 986)	Not Available	5,881	5,326	7,181	7,988
Items received in the last sixty days of the fiscal year may be counted in the next fiscal year					
Number of health insurance contract/policy forms, advertising and rates processed (LAPAS CODE - 10212)	Not Available	6,367	9,380	9,620	8,142
The number of forms processed may be higher than the sum of the number pending at start of fiscal year plus the number received during the fiscal year. Each time a filing is returned for action by the insurer, that is counted as a "processing".					
Number of health insurance contract/policy forms, advertising and rates approved (LAPAS CODE - New)	Not Available	Not Available	4,124	4,375	5,014
Only the Office of Health approves advertising and rates as well as forms in the section reviewing policy forms. P&C rates are reviewed and approved/disapproved by the Louisiana Insurance Rating Commission. There is no rate review for Life and Annuity items.					
Number of health insurance contract/policy forms, advertising and rates disapproved (LAPAS CODE - New)	Not Available	Not Available	4,991	5,078	360
Number of health insurance contract/policy forms, advertising and rates withdrawn (LAPAS CODE - New)	Not Available	Not Available	269	167	85



HEALTHCARE INSURANCE - PERSONS NOT COVERED BY HEALTH INSURANCE IN LOUISIANA IN 2000		
INSURANCE COVERAGE	LOUISIANA 2000 POPULATION - 4,469,790	LOUISIANA 2001 POPULATION - 4,465,430
Percent of population not covered by health insurance	19.1%	19.3%
Number of persons not covered by health insurance	810,000	845,000
Percent of children not covered by health insurance	15.7%	12.7%
Percent of population covered by government health insurance	30.9%	31.0%
State Children's Health Insurance Program (LaCHIP) enrollment		74,407
Medicaid cost per recipient		\$5,218
Medicaid expenditures*		\$4,309,670,892
Percentage of Louisiana population covered by military health insurance	4.4%	6.0%
Percent of population enrolled in Medicaid	16.2%	13.5%
Percentage of population covered by private health insurance	62.7%	

* Total Medicaid expenditures for the United States in 2001 - \$228,038,957,366

Source: Health Care State Rankings 2003 by Morgan Quitno Corp., Lawrence, Kansas

14. (KEY) Through the Health Quality Assurance Division, Medical Necessity Review Organization (MNRO) Section in the Office of Health, to review the licensing and applications and filings (new and renewal) and perform statutory examination of MNRO's.

Strategic Link: This operational objective is related to strategic objective(s): I.15.1 - Increase the depth of experience and knowledge among personnel through increased training and mentoring of newer examiners by more experienced examiners.

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other): Not Applicable



Explanatory Note: A MNRO is a Medical Necessity Review Organization - any entity that determines what medical services or procedures will be covered under a health benefit plan based on medical necessity. Minimum standards for these organizations were established by the 1999 Regular Session of the Louisiana Legislature (Chapter 7 of Title 22), and a requirement set that these organizations be examined no less frequently than once every three years. The examination cycle will begin in fiscal 2003/04; however, complaints indicating possible problems with any MNRO could result in earlier examination. MNRO related complaints will be handled by the MNRO section, but are reported with all other health-insurance related complaints.

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2002-2003	Actual Yearend Performance FY 2002-2003	Performance Standard as Initially Appropriated FY 2003-2004	Existing Performance Standard FY 2003-2004	Performance At Continuation Budget Level FY 2004-2005	Performance At Executive Budget Level FY 2004-2005
K	Number of MNROs to be examined per statutory schedule (desk examinations) (LAPAS CODE - 14038)	0	0	15	15	66	66
K	Number of MNROs examined (LAPAS CODE - 14044)	0	0	15	15	66	66

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 1998-1999	Prior Year Actual FY 1999-2000	Prior Year Actual FY 2000-2001	Prior Year Actual FY 2001-2002	Prior Year Actual FY 2002-2003
Number of MNRO filings and applications - new and renewal - received (LAPAS CODE - 12134)	Not Applicable	Not Applicable	103	100	97
Number of MNRO filings and license applications - new and renewal - processed (LAPAS CODE - 12147)	Not Applicable	Not Applicable	80	128	97

15. (KEY)Through the Senior Health Insurance Information Program (SHIIP) to provide services and information about insurance and related subjects (Medicare, for example) to senior citizens throughout the state.

Strategic Link: This operational objective is related to strategic objective(s): I.16.1 - Increase public awareness of the program by presentations at various fairs, meetings, etc. and through home-site visits.

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable



Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other): Not Applicable

Explanatory Note: SHIP is 75% funded by a Federal grant.

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2002-2003	Actual Yearend Performance FY 2002-2003	Performance Standard as Initially Appropriated FY 2003-2004	Existing Performance Standard FY 2003-2004	Performance At Continuation Budget Level FY 2004-2005	Performance At Executive Budget Level FY 2004-2005
K	Estimated savings to counseled senior health clients (LAPAS CODE - 995)	\$ 1,000,000	\$ 666,702	\$ 1,000,000	\$ 1,000,000	\$ 750,000	\$ 750,000
SHIP estimates savings to seniors by using a formula developed by the Federal Health Care Financing Administration (HCFA) and the Insurance Counseling and Assistance National Performance Reporting Subcommittee. The formula is used in reporting to HCFA. Savings may result when Medicare supplement claim filing assistance results in the 20% that Medicare does not pay being counted, or when an examination of the senior's finances indicates that he/she might be eligible for a program that allows Medicaid to pay the Medicare deductible, co-insurance and premiums, or when seniors elect a Medicare HMO as opposed to Medicare supplement coverage which had a cost of \$100 per month, resulting in savings of \$1200 per year. Savings, if any, depend on the situation of the senior being counseled.							
There were no major new products on the market in fiscal 2002/03 for seniors and only a few Medicare HMOs still in business, with fewer Medicare HMO shut-downs as we saw a few years go, all resulting in fewer seniors receiving savings. More requests for outreach events were received than expected, increasing the number of seniors receiving services in 2002/03.							
K	Number of seniors receiving services (telephone, home-site, at fairs, group presentations, etc.) (LAPAS CODE - 12125)	18,000	20,002	18,000	18,000	19,000	19,000
SHIP estimates savings to seniors by using a formula developed by the Federal Health Care Financing Administration (HCFA) and the Insurance Counseling and Assistance National Performance Reporting Subcommittee. The formula is used in reporting to HCFA. Savings may result when Medicare supplement claim filing assistance results in the 20% that Medicare does not pay being counted, or when an examination of the senior's finances indicates that he/she might be eligible for a program that allows Medicaid to pay the Medicare deductible, co-insurance and premiums, or when seniors elect a Medicare HMO as opposed to Medicare supplement coverage which had a cost of \$100 per month, resulting in savings of \$1200 per year. Savings, if any, depend on the situation of the senior being counseled.							
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Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 1998-1999	Prior Year Actual FY 1999-2000	Prior Year Actual FY 2000-2001	Prior Year Actual FY 2001-2002	Prior Year Actual FY 2002-2003
Number of group presentations provided (LAPAS CODE - 999)	45	134	125	136	131
Number in attendance at group presentations (LAPAS CODE - 996)	2,153	7,561	7,396	4,867	5,476
Number of senior health volunteer counselor training sessions conducted (LAPAS CODE - 997)	5	11	9	14	4
Number of senior health publications distributed (LAPAS CODE - 1000)	35,432	45,880	71,351	63,762	52,750

16. (KEY)Through the Office of Receivership, to bring to court-approved closure all estates of companies in receivership at the beginning of FY 2001 by the end of FY 2008, and to bring to court-approved closure within 5 years of their being placed in receivership all companies newly placed in receivership after July 1, 2001.

Strategic Link: This operational objective is related to strategic objective(s): I.18.1 - Manage the assets of estates of companies in receivership through liquidation of assets and court-approved closure.

Louisiana: Vision 2020 Link: Objective I.8 - To improve the efficiency and accountability of government agencies.

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other): Not Applicable

Explanatory Note: Recovered assets of companies go to the companies' creditors, two of which are the Louisiana Insurance Guaranty Association and the Louisiana Life and Health Insurance Guaranty Association. Neither the State General Fund nor the Department of Insurance receives any monies from the recovered assets of liquidated companies. No estate can be brought to final closure without court-approval. Some closures have been delayed due to delays in the legal process and/or by various criminal cases related to companies in receivership.



Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard	Actual Yearend Performance	Performance Standard as Initially Appropriated	Existing Performance Standard	Performance At Continuation Budget Level	Performance At Executive Budget Level
		FY 2002-2003	FY 2002-2003	FY 2003-2004	FY 2003-2004	FY 2004-2005	FY 2004-2005
K	Number of companies brought to final closure (LAPAS CODE - 904)	5	0	3	3	3	3
No companies achieved court-approved final closure during fiscal 2002/03, thus there was no recovery of liquidated assets of the companies in receivership.							
K	Total recovery of assets from liquidated companies (LAPAS CODE - 908)	\$ 6,785,000	0	\$ 20,300,000	\$ 20,300,000	\$ 16,950,000	\$ 16,950,000
No companies achieved court-approved final closure during fiscal 2002/03, thus there was no recovery of liquidated assets of the companies in receivership.							

Market Compliance General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 1998-1999	Prior Year Actual FY 1999-2000	Prior Year Actual FY 2000-2001	Prior Year Actual FY 2001-2002	Prior Year Actual FY 2002-2003
Number of companies in receivership at beginning of fiscal year (LAPAS CODE - 12273)	28	20	17	22	19
Number of companies brought to final court-approved closure during fiscal year (LAPAS CODE - 904)	10	3	3	1	0
Total recovery of assets of liquidated companies (LAPAS CODE - 908)	\$ 12,744,470	\$ 1,625,147	\$ 1,850,538	\$ 2,570,466	\$ 0



